ABSTRACT

A computer program product, when it is executed, generates a graphical user interface on a display device. The graphical user interface enables a user of a computer to schedule the performance of service actions and includes a planning board display for scheduling information associated with a period of time and an alert display for messages. The planning board display includes resource identifiers representing a resource, in which at least one resource identifier represents a human resource and at least one resource identifier represents a reusable resource. The planning board display also includes unavailability indications showing when one of the resource identifiers is not available to be scheduled.

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